

CHILD PROTECTION POLICY

The Lux Collective (TLC) is committed to ensuring children's rights are respected which include the protection of children from general abuse and sexual exploitation. TLC complies with all applicable laws and regulations regarding the prevention of the commercial sexual exploitation of children, including the prevention of the use of its premises for such activities.

The fundamental policy of TLC is to respect the dignity of each individual child. We will – sphere of influence to promote, create and maintain safe environments for children.

To make this code effective, TLC provides clear direction of Values, which are well known and signed by every Team Member. After each workshop, all managers encourage their own Team Member to adhere to the policy. With this, we ensure that every team member of the Team knows about actions to be taken.

The protection from child labour is already included in the normal employment policy and hence this point is well taken into consideration. The Team Members are requested to report on any identified breach in child protection as per the attached standard operating procedure (**TLC Child Protection Policy – Annex 1 SOP, Annex 2 Internal Contacts, Annex 3 External Contacts**).

TLC ensures that the premises abide by the security norms for child protection. Recognising that images of children can be used inappropriately or illegally, Team Members must, wherever possible, obtain permission from a child's parent/guardian before taking an image of a child. Team Members must inform the parent / guardian about the nature and extent of the use that will be made of the image(s) and generally comply with the Policy. Team Members & guests must respect the privacy of other members and must not use camera phones, videos and cameras inside changing areas, showers and toilets.

TLC is partner of different organisations to support disadvantaged children by donating items (like toys, computers, dishes, bed linens, clothing, mattresses, etc.) that they may benefit from.



Vishnee Sowamber
Group Sustainability & Corporate Social Responsibility Manager

Date: 01.03.19

THE LUX COLLECTIVE

Annex 1 to TLC Child Protection Policy

TLC Child Protection Policy Standard Operating Procedures (SOP)

1. DISPLAY & COMMUNICATION

- 1.1 The TLC Child Protection Policy and TLC Child Protection Policy SOP must at all times be displayed in all public areas and in Team Member areas by the Human Resources Department of the resort or hotel
- 1.2 The TLC Child Protection Policy SOP must, at all times, be annexed to a list of the resort/hotel HODs, list of Executive Committee Members and their Personal Assistants and their full contact details. (Annex 2)

2. REPORTING A SUSPECTED CASE OF MALTREATMENT / ABUSE / NEGLECT

- 2.1 Guests or Visitors are requested to report suspected cases to any Head Of Department on call
- 2.2 HODs must inform the General Manager or Personal Assistant to the General Manager or the Resident Manager
- 2.3 The Chief Human Resources Officer or Personal Assistant to the Chief Human Resources Officer must to be informed promptly.
- 2.4 Should they be unreachable, any member of the TLC Executive Committee or their Personal Assistants should be contacted in the following order:
 - (a) Group Head of Legal, Secretarial and Corporate Affairs
 - (b) Chief Internal Auditor
 - (c) Chief Human Resources Officer
 - (d) Group Sustainability & Corporate Social Responsibility Manager
 - (e) Chief Strategy Officer
 - (f) Chief Operating Officer
 - (g) Executive Vice President, LUX* APAC Operations & Global S&M

Annex 2 to TLC Child Protection Policy (SOP)

2.1 Contact Details of TLC Executive Committee members

- (a) **Group Head of Legal, Secretarial and Corporate Affairs : Guillaume Valet**
 Telephone: (230) 698 9800 | Fax: (230) 697 5800
 Email: guillaume.valet@theluxcollective.com
- (b) **Chief Internal Auditor : Pritila Gayan**
 Telephone: (230) 698 9800 | Fax: (230) 697 5800
 Email: pritila.gayan@theluxcollective.com
- (c) **Chief Human Resources Officer : Nicolas Autrey**
& PA to the Chief Human Resources Officer: Jennyfer Govind
 Telephone: (230) 698 9800 | Fax: (230) 697 5800
 Email: nicolas.autrey@theluxcollective.com / Jennyfer.govind@theluxcollective.com
- (d) **Group Sustainability & CSR Manager : Vishnee Sowamber**
 Telephone: (230) 698 9800 | Fax: (230) 697 7373
 Email: vishnee.sowamber@theluxcollective.com
- (e) **Chief Strategy Officer : Marie-Laure Ah-You**
 Telephone: (230) 698 9800 | Fax: (230) 697 6532
 Email: marielaure.ahyou@theluxcollective.com
- (f) **Chief Operating Officer : Dominik Ruhl**
 Telephone: (230) 698 9800 | Fax: (230) 697 5800
 Email: Dominik.Ruhl@theluxcollective.com
- (g) **Executive Vice President, LUX* APAC Operations & Global S&M**
Julian Hagger
 Telephone: (230) 698 9800 | Fax: (230) 697 7373
 Email: julian.hagger@theluxcollective.com

2.3 Contact Details of resort / hotel General Manager and HODs:

Title	Name	Tel
General Manager		
PA to the GM		
Resident Manager		
Night Manager		
Security Manager		
Front Office Manager		
F&B Manager		
Financial Controller		